

Tiny Sprout loves each and every customer that pops by to say hello and pick up a new item and we want to make sure you're fully satisfied with your shopping experience.

We attempt to describe the items and display colours, patterns and features of the items as best as possible.

*If you have any feedback, concerns or questions related to our store or product range that are not answered below, please contact us via email at **hello@tinysprout.com.au***

Thank you for supporting a small, family run business xx

POSTAGE

We ship all orders within 24 hours, generally same day.
Nobody deserves to wait too long for their gorgeous goodies

POSTAGE COSTS

We utilise Australia Post for all our postal needs. Standard shipping rates apply

Enjoy FREE postage on orders over \$75.00 via Regular Post

Regular post with tracking: \$8.95 (2-6 day delivery)
Express post with tracking: \$13.95 (1-4 day deliver)

delivery timeframes are approximate and can vary due to factors such as regional locations, public holidays, peak times etc

CUSTOMERS OUTSIDE AUSTRALIA

We post to all countries outside of Australia.

Standard shipping rates apply dependent on country. These are displayed at checkout.

All items are posted with tracking.

Duty/tax may be charged by your local customs and are the responsibility of the customer.

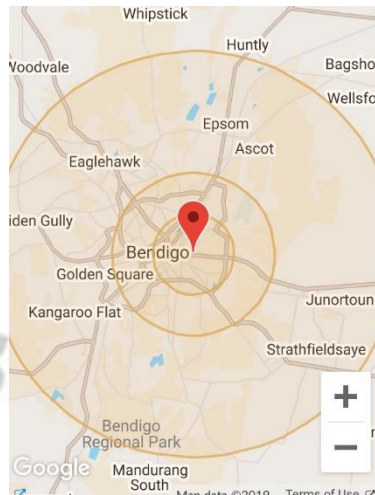
CLICK AND COLLECT / FREE DELIVERY

Mumma Sprout loves seeing her customers and we proudly offer a free click and collect option as well as local delivery.

Shop online and collect from our Pop Up Shop at 3 King Street, Bendigo
Opening hours: 10am-5pm Mon-Fri and 10am-3pm Sat

Can't make it in store? We happily deliver to the following locations:

Ascot, Axedale, Bendigo Central, California Gully, Eaglehawk, East Bendigo, Epsom, Flora Hill, Golden Square, Jackass Flat, Junortoun, Kangaroo Flat, Kennington, Long Gully, Maiden Gully, Mandurang, Mandurang South, North Bendigo, Quarry Hill, Spring Gully, Strathdale, Strathfieldsaye, West Bendigo and White Hills.



Delivery will be made within five days. If you require an urgent delivery, please send us a quick message.

If nobody is home, the item will be left in a safe place and becomes the responsibility of the customer.

GIFT VOUCHERS

Tiny Sprout understands that some people can be a bit of a challenge to buy a gift for so why not let them choose themselves!

Gift vouchers are available to purchase online for the amounts of \$25, \$50, \$75, \$100, \$150 and \$200.

If you require a custom amount, we're happy to oblige. Just send us a message.

Gift vouchers expire 9 months from the date of purchase.

Please note that discount codes cannot be used when purchasing a gift voucher. Should a discount code be applied, the voucher will have this amount debited from the overall amount.

DISCOUNTS

Discount codes are a girl's best friend. You can happily use these as they suit but just note that only one code can be used per order.

Discount codes are available to be used on select items only. Discount codes do not apply to sale items.

Please note that the discount code applied when you sign up to our mailing list offers 10% off your first purchase. This code excludes new arrivals and sale items.

RETURNS & EXCHANGES

Uh oh! That item you bought isn't the right size? No stress!

If you have selected an incorrect size, we will happily provide an exchange if a request is emailed within 7 days of receiving your order. Please note that return postage is the responsibility of the customer and additional postage charges for the new size will apply.

At Tiny Sprout, we select our stocked items based on the highest quality products available. If you consider an item to be faulty or damaged, please email us to discuss prior to returning your items.

Any returned items must be in their original packaging with original tags/labels attached, be unworn and unused.

Unfortunately, we can't accept returns on sale items.

MAILING LIST

By purchasing from Tiny Sprout, you will be automatically added to our mailing list.

Our mailing list is used to advise of new arrivals, sales, discount codes and general goodies. We promise we will not bombard you with emails and an unsubscribe option is available on every email sent.